



**STATE OF HAWAII**  
**DEPARTMENT OF HEALTH**  
**CHILD AND ADOLESCENT MENTAL HEALTH DIVISION**  
3627 KILAUEA AVENUE, ROOM 101  
HONOLULU, HAWAII 96816

In reply, please refer to:  
File:

April 27, 2020

Dear Youth and Families,

**Subject: Updates to CAMHD Operations Considering COVID-19**

Your health and safety are very important to us! The Behavioral Health Administration is closely watching the latest updates of COVID-19 and is working to ensure essential services amidst the crisis. **Each of us plays a role in continuing to prevent the spread of illness and we want to let you know about some updates to your services:**

1. **Your care coordinator is working outside of the office until at least May 31, 2020.** We will update you when we have more information about changes to this date. Please continue to contact them via phone and email or call the main line of your Family Guidance Center. We will still be accepting faxes and regular mail but might be slightly slower to respond in this season.
2. As a reminder, our offices are open for scheduled appointments only. If you are scheduled for a meeting at our office, we will call to remind you of the meeting and ask you to reschedule if you or someone you are with are experiencing flu symptoms (fever, cough or shortness of breath), have been exposed to COVID-19, or have traveled within the past 14 days. We will assist those callers by rescheduling appointments as soon as possible.
3. You will still receive medication refills and telehealth sessions. Please contact your Family Guidance Center or care coordinator for more information.
4. We will still work to hold all meetings by phone or video conference. Your care coordinator can work with you to figure out the best way for you to join meetings.
5. We will continue to authorize and encourage therapists to use telehealth for treatment services (if it works for you).
6. All youth and family travel are limited to admission and discharge from programs (including detention home and Hawaii Youth Correctional Facility) for now. Family visits and home passes that involve air travel will be on hold.
7. Residential programs have developed their own excellent procedures to keep you and your family safe. Please contact them if you have questions about their program changes.

**We also wanted to share a few other helpful resources:**

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1. Department of Health's issues and advisories for COVID-19:  
<https://hawaiiicovid19.com/>
2. Child and Adolescent Mental Health Division's COVID-19 Updates for Families:  
<https://health.hawaii.gov/camhd/covid-19-updates/>
3. Behavioral Health and Homelessness Statewide Unified Response Group  
resources for clients and consumers: <https://health.hawaii.gov/bhhsurg/everyday-prevention/>

We are committed to ensuring that you continue to receive quality services. Please talk to your care coordinator if you have questions or concerns. Thank you so much for your partnership with us in this season. We are particularly grateful to you and your teams for their flexibility and efforts!

Sincerely,

Scott Shimabukuro, Ph.D., ABPP  
Acting Administrator, Child and Adolescent Mental Health Division  
State of Hawaii, Department of Health

CENTER AND BRANCH CONTACT INFORMATION:

OAHU

Honolulu (808) 733-9393  
Central-Kaneohe (808) 233-3770  
Central-Pearl City (808) 453-5900  
Leeward (808) 692-7700

FAMILY COURT LIAISON BRANCH  
(808) 266-9922

HAWAII ISLAND

Hilo (808) 933-0610  
Kona (808) 322-1534  
Waimea (808) 887-8100

KAUAI

(808) 274-3883

MAUI COUNTY

Wailuku (808) 243-1252  
Lahaina (808) 662-4045  
Lanai (808) 264-5423  
Molokai (808) 553-7878